FCC WASH DC USA

A Company of the algorith

FAX ND. : 792 3293

NO.265 P.1/2 Jun. **07 2000 01:44P**M P3

CHIRO OPERACONES

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POR TO EFORE

June 2, 2000

Mr. Dale Hatfield O.E.T. Federal Communications Commission 2000 M Stree, N. W. Room 480 Washington, D.C. 20584

Re: Final Service Disruption Report

Dear Mr. Hatfield:

Persuant to the requirement with FCC order Docket 91-273, Puerto Rico Telephone Company submits a Final Service Disruption Report for a service outage that occurred on JUNE 1ST, 2000.

The attached final report completes our response submitted at that date. This report includes an update of the information previously provided.

If you have any question concerning this report, please contact me at (787) 749-2121.

Sincerely,

José E. Vega Cummings

Director

Network Operations Center

Encl.

VÇ

C; Eng. Roberto Correa

JUN. 7.2000 1:36PM FCC WASH DC USA

FROM : CTRO UIGILANCIA

NO.265 P.2/2 Jun. 07 2000 01:44PM P4

06-76

PRTC

P.S. Box 200998, Ean John. P.R. 00936-0998

TEDUCKE CITES BEDORT

FAX NO. : 792 3293

TEL. (787) 749-550		E COTAGE		AX (787) 7	92-9044			
TO: F.C.C.	FAX (202) TEL (202)							
DATE: JUNE 1ST, 2000								
TOWN AFFECTED: MET	ro area (san	JUAN TOLL ON	Y) AND 911					
TOTAL CUSTOMER AFFECTED 200,000 AFROX.								
SERVICE AFFECTED: IN	HOUR	MIN.						
DATE OF OUTAGE:	06/01/00		TIME:	03	55			
DATE IN SERVICE:	06/01/00	γ	TIME:	05	10			
LOST CALLS: 74,284		טע	RATION:	01	10			
NORTEL PERSONNEL WHILE WORKING ON THE DMS250 PROJECT MADE A SOFTWARE CHANGE AFFECTING ALL OFFICES CONNECTED TO THE SAN JUAN TOLL OFFICE, CALLS MADE FROM METRO AREA TO ANY TOWN OUTSIDE METRO AREA WAS AFFECTED, HAVING THE REDUNDENT BAYAMON TOLL WORKING ALONE, THE CELULAR NETWORK WAS NOT AFFECTED NOR THE CALLS MADE TO THE MAINLAND. LOC: SAN JUAN TOLL SERVICE RESTORAL STEPS: NORTEL REMOVED THE SOFTWARE CHANGE PERFORMED EARLIER								
FUTURE STEPS TO PREVENT OUTAGE: SOFTWARE CHANGES WILL NOT BE PERFORMED DURING HEAVY TRAFFIC AND NORTEL'S ACTIVITIES MUST BE SUPERVISED BY PRTC PERSONNEL. COMMENTS:								
	I	final repo	RT	:				

JUN. 1.2000 9:11PM FCC WASH DC USA ROM : CTRO VIGILANCIA

FAX ND. : 792 3293

NO.237 P.1/1, Jun. 01 2000 09:00PM P1 6

PRTC

o n. Rex 260998. San Juan, P.R. 00956-0998

TELEPHONE OUTAGE REPORT

TEL. (787) 749-	5500	F	X (787)	792-9044
TO: F.C.C.			FAX (202) TEL (202)	
DATE: JUNE 1ST, 2000				
TOWN AFFECTED: METR	o area (san juan toli	CONLY) AND 911		
TOTAL CUSTOMER AFFECT	ED 200,000 APROX			
SERVICE AFFECTED: INT	RA-ISLAND LONG DISTA	NCE CALLS	HOUR	MIN.
	06/01/00	TIME:	HOUR 03	MIN. 55
SERVICE AFFECTED: INT DATE OF OUTAGE: DATE IN SERVICE:				

CAUSE OF TROUBLE:

NORTEL PERSONAL WHILE WORKING ON THE DMS250 PROJECT MADE A SOFTWARE CHANGE ATTECTING ALL OFFICES CANNACTED OF THE CAME TOLL OFFICE . CALLS MADE FROM METRO AREA TO ANY TOWN OUTSIDE METRO AREA WAS AFFECTED, HAVING THE REDUNDENT BAYAMON TOLL WORKING ALONE, THE CELULAR NETWORK WAS NOT AFFECTED NOR THE CALLS MADE TO THE MAINLAND.

LOC: SAN JUAN TOLL

SERVICE RESTORAL STEPS:

NORTEL REMOVED THE SOFTWARE CHANGE PERFORMED EARLIER

FUTURE STEPS TO PREVENT OUTAGE:

suftware changes will not be ferformed during heavy traffic and NORTEL'S ACTIVITIES MUST BE SUPERVISED BY PRIC PERSONAL.

COMMENTS:

PRELIMINARY REPORT.